

Program Aide

Announcement Posted:

07/07/23

Responses must be hand delivered or postmarked by:

07/17/23

Salary Range:

\$50,347 to \$61,330

Plus Location Pay (New York City Only): \$3,087

Location:

Division of Disability Determinations:

These positions may exist in one of the following locations:

Albany Processing Center
One Commerce Plaza
Albany, NY 12210

New York City Processing Center
25 Beaver Street
New York City, NY 10004

Buffalo Processing Center
295 Main Street
Buffalo, NY 14203

Grade:

13

of Positions:

11

Candidates Must Meet the Following Qualifications:

Eligible for a lateral transfer or eligible for a 70.1 transfer by having one year of permanent competitive service in an appropriate title;

View a complete listing of [70.1 transferable titles](#); **OR**

Reachable on the appropriate eligible list in Albany, Buffalo, and New York City; **OR**

Provisional qualifications: one year of permanent competitive service in a clerical, keyboarding, secretarial, or paraprofessional title allocated to Grade 5 or higher.

Qualifying titles are available at: www.cs.ny.gov/examannouncements/announcements/00340titles.cfm.

Only the title(s) listed qualify for these positions.

Non-Competitive Promotion:

In accordance with Section 52.7 of the Civil Service Law, this notice advises all employees of the Office of Temporary and Disability Assistance (OTDA) of our option to conduct a non-competitive promotional examination for the position of Program Aide at OTDA. If three or fewer interested and qualified promotional candidates respond to this notice, the agency may, at its discretion, nominate a qualified employee for non-competitive promotion.

Duties of Position:

The duties of these positions will include, but will not be limited to, the following:

- Supervise clerical and Administrative Assistant personnel; assign and monitor workloads and work performance; evaluate work performance.
- Apply program knowledge to monitor and evaluate data for deficiencies and assist in correcting problems and implementing procedural changes to increase overall efficiency.
- Facilitate fiscal inquiries from providers and/or claimants, research history for fiscal inquiries on more difficult cases and take actions toward resolution.
- Supervise Validation staff and be responsible for the accuracy of the process.
- Oversee Case Distribution, answer office inquiries and provide assistance as needed. Assign clerical personnel and Administrative Assistant staff to assist in covering administrative area telephones.
- Participate in special projects as assigned and provide direct support to the Administrative Supervisor and Local Management.

Conditions of Employment:

You must be a current New York State employee to apply for these positions. Full-time permanent or contingent permanent or provisional appointments will be made. If certified by Civil Service, mandatory reemployment list candidates must be considered first for appointment to this title.

If a provisional appointment is made, the appointee will be required to take the next holding of the Program Aide examination and be immediately eligible for appointment from the eligible list in order to maintain continued employment in this position.

Please be advised that all hires or transfers to OTDA's Division of Disability Determinations must submit to mandatory fingerprinting and an associated FBI background investigation by the Social Security Administration under Homeland Security Presidential Directive-12. Not all prior arrests and/or convictions will prohibit appointment. Information is considered on a case-by-case basis.

Remarks:

- **Candidates should reference posting 23-147 when submitting your application.**
- **If submitting electronically, please reference posting 23-147 as part of your subject line.**
- **If you are interested in applying to this position, please visit [how to apply](#) for applicant instructions.**